

CLAIMS

I claim:

- 1 1. A workforce planning system, the system comprising:
2 logic configured to obtain from a communication switch, a first call-history
3 statistic of a first period of time;
4 logic configured to obtain from a call center, a first work-history statistic of
5 the first period of time;
6 logic configured to process at least one of the first call-history statistic and the
7 first work-history statistic; and
8 logic configured to generate a performance report comprising a first past
9 performance statistic.
- 1 2. The system of claim 1, wherein the first call-history statistic comprises a total
2 number of calls routed by the communication switch to the call center over the first
3 period of time.
- 1 3. The system of claim 1, wherein the first call-history statistic comprises a total
2 number of a first type of calls routed by the communication switch to the call center
3 over the first period of time.
- 1 4. The system of claim 1, wherein the first work-history statistic comprises an
2 actual work time of the call center over the first period of time, and the first past
3 performance statistic is a first workforce occupancy.
- 1 5. The system of claim 1, further comprising:
2 logic configured to provide a first work-planning input;
3 logic configured to process the first work-planning input together with the first
4 report; and
5 logic configured to generate a forecast report comprising a first predictive
6 workforce statistic.

1 6. The system of claim 5, wherein the first work-planning input comprises at
2 least one of a first number of operators over a first forecast period, a change in call
3 volume over the first forecast period, an attendance statistic of the first number of
4 operators over the first forecast period, and a performance statistic of the first number
5 of operators over the first forecast period.

1 7. The system of claim 5, wherein the first predictive workforce statistic
2 comprises at least one of an actual work time of a first number of operators over a
3 first forecast period, an occupancy of the first number of operators over the first
4 forecast period, and a forecast of a number of operators required for call handling
5 during the first forecast period.

1 8. The system of claim 5, wherein the performance report provides the first
2 work-planning input.

1 9. The system of claim 5, wherein the first work-planning input comprises a first
2 number of operators during a first forecast period and a second number of operators
3 during a second forecast period.

1 10. The system of claim 9, wherein the performance report provides the work-
2 planning input.

1 11. The system of claim 5, wherein the first work-planning input comprises a first
2 number of operators having a first level of performance during a first forecast period
3 and a second level of performance during a second forecast period.

1 12. The system of claim 11, wherein the performance report provides the work-
2 planning input.

1 13. A method of workforce planning in a workforce management system, the
2 method comprising:
3 obtaining from a communication switch, a first call-history statistic of a first
4 period of time;

5 obtaining from a call center, a first work-history statistic of the first period of
6 time;
7 processing at least one of the first call-history statistic and the first work-
8 history statistic; and
9 generating a performance report comprising a first past performance statistic.

1 14. The method of claim 13, wherein the first call-history statistic comprises a
2 total number of calls routed by the communication switch to the call center over the
3 first period of time.

1 15. The method of claim 13, wherein the first call-history statistic comprises a
2 total number of a first type of calls routed by the communication switch to the call
3 center over the first period of time.

1 16. The method of claim 13, wherein the first work-history statistic comprises an
2 actual work time of the call center over the first period of time, and the first past
3 performance statistic is a first workforce occupancy.

1 17. The method of claim 13, further comprising:
2 providing a first work-planning input;
3 processing the first work-planning input together with the first report; and
4 generating a forecast report comprising a first predictive workforce statistic.

1 18. The method of claim 17, wherein the first work-planning input comprises at
2 least one of a first number of operators over a first forecast period, a change in call
3 volume over the first forecast period, an attendance statistic of the first number of
4 operators over the first forecast period, and a performance statistic of the first number
5 of operators over the first forecast period.

1 19. The method of claim 17, wherein the first predictive workforce statistic
2 comprises at least one of an actual work time of a first number of operators over a
3 first forecast period, an occupancy of the first number of operators over the first
4 forecast period, and a forecast of a number of operators required for call handling
5 during the first forecast period.

1 20. The method of claim 17, wherein the performance report provides the first
2 work-planning input.

1 21. The method of claim 17, wherein the first work-planning input comprises a
2 first number of operators during a first forecast period and a second number of
3 operators during a second forecast period .

1 22. The method of claim 21, wherein the performance report provides the work-
2 planning input.

1 23. The method of claim 17, wherein the first work-planning input comprises a
2 first number of operators having a first level of performance during a first forecast
3 period and a second level of performance during a second forecast period.

1 24. The method of claim 23, wherein the performance report provides the work-
2 planning input.

1 25. A workforce planning system stored on a computer-readable medium, the
2 system comprising:
3 computer-readable code that obtains from a communication switch, a first call-
4 history statistic of a first period of time;
5 computer-readable code that obtains from a call center, a first work-history
6 statistic of the first period of time;
7 computer-readable code that processes at least one of the first call-history
8 statistic and the first work-history statistic; and
9 computer-readable code that generates a performance report comprising a first
10 past performance statistic.

1 26. The system of claim 25, wherein the first call-history statistic comprises a total
2 number of calls routed by the communication switch to the call center over the first
3 period of time.

1 27. The system of claim 25, wherein the first call-history statistic comprises a total
2 number of a first type of calls routed by the communication switch to the call center
3 over the first period of time.

1 28. The system of claim 25, wherein the first work-history statistic comprises an
2 actual work time of the call center over the first period of time, and the first past
3 performance statistic is a first workforce occupancy.

1 29. The system of claim 25, further comprising:
2 computer-readable code that provides a first work-planning input;
3 computer-readable code that processes the first work-planning input together
4 with the first report; and
5 computer-readable code that generates a forecast report comprising a first predictive
6 workforce statistic.

1 30. The system of claim 29, wherein the first work-planning input comprises at
2 least one of a first number of operators over a first forecast period, a change in call
3 volume over the first forecast period, an attendance statistic of the first number of
4 operators over the first forecast period, and a performance statistic of the first number
5 of operators over the first forecast period.

1 31. The system of claim 29, wherein the first predictive workforce statistic
2 comprises at least one of an actual work time of a first number of operators over a
3 first forecast period, an occupancy of the first number of operators over the first
4 forecast period, and a forecast of a number of operators required for call handling
5 during the first forecast period.

1 32. The system of claim 29, wherein the performance report provides the first
2 work-planning input.

1 33. The system of claim 29, wherein the first work-planning input comprises a
2 first number of operators during a first forecast period and a second number of
3 operators during a second forecast period .

1 34. The system of claim 33, wherein the performance report provides the work-
2 planning input.

1 35. The system of claim 29, wherein the first work-planning input comprises a
2 first number of operators having a first level of performance during a first forecast
3 period and a second level of performance during a second forecast period.

1 36. The system of claim 35, wherein the performance report provides the work-
2 planning input.